



U.S. Citizenship and Immigration Services

Backlog Elimination Plan

Fiscal Year 2005, 2nd Quarter Update
August 15, 2005



U.S. Citizenship
and Immigration
Services

❧ *Prepared for the United States Congress* ❧

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Chairman, House Judiciary Committee

The Honorable John Conyers
Ranking Member, House Judiciary Committee

The Honorable John Hostettler
Chairman, Subcommittee on Immigration, Border Security and Claims
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The Honorable Thad Cochran
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The Honorable Robert Byrd
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The Honorable Martin Olav Sabo
Ranking Member, Subcommittee on Homeland Security
House Appropriations Committee

The Honorable Chris Cox
Chair, House Committee on Homeland Security

The Honorable Bennie G. Thompson
Ranking Member, House Committee on Homeland Security

Message from the Acting Deputy Director

I am pleased to present the U.S. Citizenship and Immigration Services (USCIS) Fiscal Year (FY) 2005 Second Quarter Update to report on our continued progress on Backlog Elimination and provide an update on our achievements.

USCIS has covered much ground in the past two and a half years since our establishment within the Department of Homeland Security. Our business operations include a network of 250 local offices, Application Support Centers, Service Centers, Asylum Offices, National Customer Service Call (NCSC) Centers, Forms Centers, and Internet portals. In any typical workday, the USCIS workforce will:

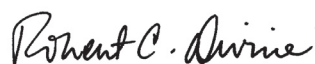
- Conduct 140,000 national security background checks.
- Receive 100,000 hits to our Internet website (www.uscis.gov).
- Answer phone inquiries from 80,000 callers at four National Customer Service Centers.
- Process 30,000 applications for an immigration benefit.
- Answer in-person inquiries from 25,000 visitors to information counters at 92 local offices.
- Issue 7,000 green cards.
- Capture 8,000 sets of fingerprints at 130 Application Support Centers.
- Welcome 3,000 new citizens.
- Welcome 3,000 new permanent residents.
- Welcome nearly 200 refugees from around the world.
- Help American parents adopt nearly 80 foreign-born orphans.
- Process the naturalization application of 50 individuals serving in the U.S. military.
- Grant asylum to 80 individuals already in the United States.

It is the goal of every one of our employees to administer our national immigration laws with processes that are efficient, convenient, and secure. To do so, we are fundamentally transforming the delivery of our immigration services while continuing to complete close to seven million applications annually.

FY 2004 was truly an outstanding year for USCIS. Backlogs were reduced by 63%. Lines outside USCIS local offices virtually disappeared. National security checks are being conducted on every applicant for immigration benefits. Any of these accomplishments standing alone would be a significant achievement. Together, they are emblematic of the USCIS commitment to insure the integrity of the US immigration system.

This Second Quarter FY 2005 Update continues the trend of showing tremendous progress in eliminating our backlog. This progress will serve as a catalyst to increase production in ensuing months, support national security initiatives, and honor our commitment to the President, the Congress, and the American people.

Robert C. Divine



Acting Deputy Director
U.S. Citizenship and Immigration Services



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Production Update

The USCIS quarterly report is designed to provide Congress with an update on the progress USCIS has made in its effort to eliminate the backlog of pending applications for immigration benefits by the end of FY 2006. This report will cover the progress made during the second quarter of FY 2005.

USCIS continues to define “Backlog,” generally, as the number of pending cases that exceed acceptable or target pending levels for each case type. Acceptable pending levels are determined for each distinct case type by totaling the number of cases received during the target cycle-time period (usually six months). USCIS removes from its backlog total those pending applications that USCIS is unable to complete due to statutory caps or other bars and those cases where a benefit is not immediately available to the applicant or beneficiary (such as Form I-130, Relative Alien Petitions, where a required visa number is not available). Backlogs calculated for each case type are then totaled to determine the aggregate backlog volume such that backlog volumes are not improperly subsidized across case types.

USCIS believes that this definition most accurately quantifies the volume of pending applications that exceed target pending levels due to USCIS processing delays that adversely affect eligible applicants.

This update continues to reflect the revisions to the FY 2005 and 2006 completion targets made in the FY 2004 fourth quarter update. These revisions are noted in the table below and include the effects of updated receipt projections for FY 2005 and 2006 based on actual FY 2004 receipts, and adjustments to pending levels based on actual production as well as physical inventory results.

FY 2005-2006 Completion Targets

Form No.	Form Name	ORIGINAL FY '05 Completion Target	Adjusted due to FY '04 Completions	ORIGINAL FY '06 Completion Target	Adjusted due to FY '04 Completions
I-485	Adjustment of Status	936,164	763,706	1,154,635	990,392
I-485	Asylee Adjustment of Status	10,000	20,000 ¹	10,000	20,000 ²
I-129	Nonimmigrant Worker	341,844	423,271	341,844	418,125
I-539	Extend/Change Nonimmigrant Status	290,594	231,499	290,988	272,713
I-90	Replacement Green Card	681,725	588,605	681,725	624,583
I-130	Relative Alien Petition	1,503,957	1,585,617	1,272,579	1,305,920
I-131	Advance Parole	305,835	255,858	305,835	295,369
I-131	Refugee Travel Document	174,567	118,137	183,295	189,429
I-140	Immigrant Worker	105,227	107,069	105,268	87,044
I-751	Removal of Conditional Status	175,556	179,261	197,361	248,376
I-765	Employment Authorization Document	1,770,000	1,463,196	1,770,000	1,705,176
I-821	Temporary Protected Status	12,000	98,343	12,000	163,826
N-400	Naturalization	666,667	763,655	666,667	883,717
N-600/ N-643	Certificate of Citizenship	69,947	59,885	69,947	64,501
I-589	Asylum	97,000	93,733	110,815	100,605
I-881	NACARA 203	25,000	19,105	18,620	14,970
I-867	Credible Fear Removal	5,000	5,085	5,000	5,000
Total		7,171,083	6,776,025	7,196,579	7,389,746

1. USCIS increased these levels to meet goals set in the settlement of a class action lawsuit.

2. Due to the more recent changes in law removing the annual cap on Asylee Adjustment of Status, USCIS is reassessing event these target levels for the next quarter and will be applying greater resources to this workload.

In the last update, USCIS reported that, typical of annual trends, first quarter FY 2005 production was 15% below annualized targets. During the second quarter of FY 2005, application filings increased by nearly 23% over first quarter filings. Despite this increase, USCIS completed at least 100,000 more applications than were received during the period. Completions for the second quarter were 18% greater than first quarter production. Completions met BEP targets for the quarter and reduced the gap between actual and target completions from 15% at the end of the first quarter to 7.5%.

Despite lackluster production in the first quarter, monthly completion levels through the second quarter reflect an encouraging upward trend with March completions exceeding monthly BEP completion targets by 8%. March completion levels for Form I-485, Application to Register Permanent Resident or Adjust Status, Form I-130, Petition for Alien Relative, and Form N-400, Application for Naturalization were largely responsible for this trend.

The chart below provides quarterly completion volumes for each case type for the first two quarters of FY 2005.

Form No.	Form Name	FY '05 Quarterly Completion Target	1st Quarter FY '05 Completions	2nd Quarter FY '05 Completions
I-90	Application to Replace Resident Card	147,151	174,896	194,571
I-129	Nonimmigrant Worker	105,818	97,400	100,453
I-130	Relative Alien Petition	396,404	202,617	279,772
I-131	Advance Parole	63,964	63,647	65,301
I-131	Refugee Travel Document	29,534	43,135	39,533
I-140	Immigrant Worker	26,767	26,780	37,204
I-485	Application to Adjust Status ³	209,676	195,181	234,268
I-485	Asylee Adjustment of Status	2,500	2,205	5,124
I-539	Application to Extend/Change Status	57,875	55,799	66,174
I-751	Removal of Conditional Status	44,815	44,032	52,636
I-765	Employment Authorization Document	365,799	346,638	393,013
I-821	Temporary Protected Status	24,586	10,262	19,278
N-400	Application for Naturalization	190,914	142,635	162,659
N-600/ N-643	Certificate of Citizenship	14,971	14,604	16,023
I-589	Asylum	23,433	28,676	34,781
I-881	NACARA 203	4,776	4,399	6,334
I-867	Credible Fear Removal	1,271	2,489	3,046
Total		1,710,254	1,455,395	1,710,170

³ Includes I-485 Regular, I-485 Refugee, and I-485 IndoChinese Applications

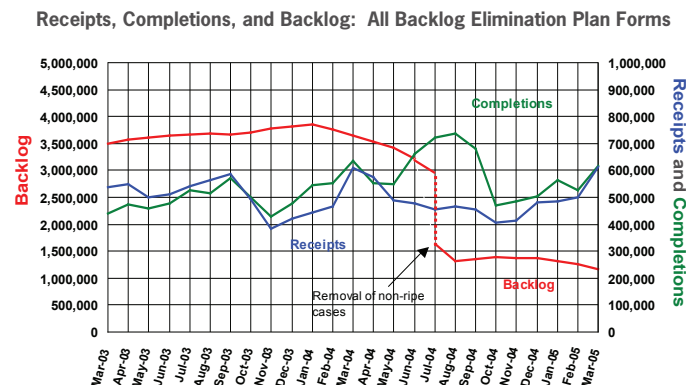
Production Update (continued)

It is important to note that the high number of Form I-485 and Form N-400 completions mean that backlog elimination efforts were actually greater than the completions figure suggests. Form I-485 and Form N-400 take longer to complete than other BEP forms, so a completion for such a form type represents a greater effort in backlog elimination than a completion for a more quickly completed form, such as, the Form I-765, Application for Employment Authorization.

The actual progress in backlog elimination was also compounded by the composition of the quarter's receipts. The amount of work represented by the increase in receipts is overstated because a large portion of the increase was realized across the more quickly completed forms, such as Form I-765 and Form I-90, Application to Replace Alien Registration Card, in which backlogs have already been eliminated. When considering the make-up of completions and receipts during the second quarter, more progress was made toward eliminating the backlog than the figures otherwise would indicate. Simply stated, in the second quarter, USCIS received an increased number of applications that, individually, are quicker to adjudicate while it completed an increased number of greater-effort cases.

USCIS aims to process all applications, from the time the application is received to adjudicative decision, within a defined cycle time that ranges from 1 to 6 months depending upon the specific benefit. USCIS began FY 2005 with 4.9 million pending applications for benefits: approximately 1.2 million fewer pending applications than in the beginning of FY 2004. Of this total pending, the backlog at the end of the second quarter of FY 2005 stands at just over 1.17 million cases. USCIS completed over 1.7 million cases during the second quarter while receiving almost 1.6 million new cases. USCIS expects that the upward trend in productivity will continue as training hours spent in the first quarter continue to yield results.

The chart below shows the progress made since the establishment of USCIS.



As shown in the following table, FY 2005 target cycle times were already met or exceeded by March 2005 in 10 of the 16 application form types tracked by the BEP.

Cycle Time Goals by Form Type (in months)

Form No.	Form	FY '04 4th Quarter	FY '05 2nd Quarter	FY '05 Goal	FY '06 Goal
I-485	Adjustment of Status	19.77	17.20	15	6
I-129	Nonimmigrant Worker	1.53	1.04	2	2
I-539	Extend/Change Nonimmigrant Status	3.45	2.84	4	3
I-90	Replacement Green Card	5.30	3.85	8	6
I-130	Relative Alien Petition	10.97	10.48	16	6
I-131	Advance Parole	2.27	2.11	3	3
I-131	Refugee Travel Document	5.65	3.03	7	6
I-140	Immigrant Worker	11.06	7.12	7	6
I-751	Removal of Conditional Status	11.23	10.04	11	6
I-765	Employment Authorization Document	2.28	2.48	3	3
I-821	Temporary Protected Status	12.3	13.73	6	6
N-400	Naturalization	11.81	12.06	10	6
N-600/643	Certificate of Citizenship	6.62	7.19	7	6
I-589	Asylum Application	20.0	11.65	14	6
I-881	NACARA 203 Application	8.6	9.07	9	6
I-867	Credible Fear Referral	<1	<1	<1	<1
All Forms		9.6	9.45	N/A	N/A

The most challenging portion of USCIS backlog consists of over one-half million Form I-485 and over 350,000 Form N-400. These cases typically require interviews and careful analysis in deciding whether to grant important permanent benefits. While technology transformation and process reengineering are at the core of USCIS' strategy for long-term success, the body of backlog work reflects an unavoidable and challenging requirement for adjudicator hours, and staffing levels with diligent effort in those hours critical to success.

Improvement Initiatives

USCIS seeks to improve customer service, shorten cycle times and ensure security while adhering to a high level of quality. The leadership and talented workforce of USCIS intend to meet these challenging goals in part through the process improvements listed below. Each category has been updated to reflect progress through the second quarter of FY 2005.

Pilot Initiatives

Section 451 of the Homeland Security Act of 2002 authorizes the Director of USCIS to design and implement pilot initiatives for backlog elimination.

In addition, as authorized in Section 452 of the Homeland Security Act of 2002, USCIS is working with the Office of the Ombudsman

Improvement Initiatives (continued)

to identify additional solutions, whether based in information technology, workflow, streamlining, or rules clarification, to improve customer service and eliminate the backlog.

During FY 2004, USCIS implemented four pilot projects. After analysis of data collected during the pilot phase, USCIS has decided to phase-in a national implementation of the Form I-90 Pilot conducted in the Los Angeles District Office. Nationwide implementation is planned for late summer 2005. A modified version of the Form I-485 Family-based Pilot conducted in New York, which targets adjudicating family-based Form I-485s, Applications to Adjust Status, at district offices within 90 days, has been implemented in three offices and will be rolled out in phases to all District Offices as they reach currency (i.e. their cycle time reaches 6 months). More information will be provided in future BEP updates as these processes are implemented over time. These projects are designed to streamline processes and enhance security simultaneously.

Streamlining Processes

A key component to the success of USCIS in eliminating its backlog in FY 2006 is to review and revise its processes to ensure efficiency.

Risk Assessment. USCIS believes that through the use of risk assessment, quality assurance, and fraud indicators, certain applicants for adjustment of status can be processed more efficiently without interviews. Applicants in certain classifications identified as low risk would be processed to completion in a centralized process. The result would be a more efficient process for low-risk applicants and additional time and attention paid on higher risk populations. USCIS is beginning to develop the framework for the analysis that will identify high and low risk cases.

Request for Evidence. USCIS' goal is to increase the percentage of cases that will be completed at the time of initial review by an officer. Through a two-pronged campaign aimed at clarifying requirements for adjudicators and providing information to prospective applicants, USCIS has reduced the request for evidence (RFE) ratio without increasing denial rates. The effort in this area will continue and increase.

USCIS recognizes that any productivity enhancements must be carefully planned and monitored to ensure that process integrity and national security issues are not compromised in any way. Further, USCIS believes that these efforts to reduce cycle times and eliminate backlogs will actually enhance national security efforts. The immediate results seen in several of the initiatives will serve as a foundation for further enhancements.

Quality Initiatives

It is imperative that the integrity of the immigration system not be compromised in the effort to stimulate additional productivity. Efforts to benchmark and assure quality are at the heart of every pro-

duction initiative. The current USCIS quality assurance program consists of an internal process validation through random samples of completed work.

For cases reviewed during the second quarter of FY 2005, USCIS achieved a 99.7% accuracy rate for both overall processing and critical processing, exceeding the minimum acceptable accuracy rates of 96% and 99% respectively. In all cases, corrective actions to prevent future problems were implemented. It was also verified that in applications where errors were detected, no applicant received a benefit for which he/she was not eligible.

Fraud Assessment and Security Initiatives

The Office of Fraud Detection and National Security (FDNS) and the Office of the Chief Information Officer (OCIO) are developing a Fraud Tracking System (FTS). The case management, data retrieval and analysis capabilities of the FTS will significantly enhance USCIS efforts to detect and combat immigration benefit fraud, and identify applicants, beneficiaries and others who may pose a threat to national security and public safety. One of the key objectives of this technology is to create a proactive intelligence tool that automatically identifies known or suspected fraud indicators among data contained in immigration benefit applications. FTS Release 1 has been successfully deployed nationally to all FDNS staff. Access to FDNS' Fraud Tracking System has been limited initially to FDNS immigration officers and intelligence research specialists. With Release 2, access will be expanded to selected Immigration and Customs Enforcement (ICE) agents and others.

Information Technology (IT)

IT Transformation Program. During the second quarter USCIS developed a preliminary IT Transformation sequencing strategy for FY 2005 - FY 2011 and a Mission Needs Statement (MNS). USCIS has conducted numerous IT Transformation briefings with other DHS components such as ICE, US-VISIT, and the Office of the Inspector General (OIG) to ensure proper coordination with stakeholders. We also continued work on upgrading desktop and server infrastructure.

Digitization. USCIS has regrouped a number of its imaging and digitization projects into a new program called the Integrated Digitization Document Management Program (IDDMP). These include the Records Management Systems Project (RMSP). During the second quarter USCIS developed an implementation plan and a draft Request For Quotation (RFQ) for this initiative. The RFQ was issued in late July 2005.

Improvement Initiatives (continued)

Case Management and e-Adjudication Pilots. A central feature of the USCIS Case Management approach is a move towards paperless processing.

USCIS is increasing district office access to its networks at Service Centers in order to reduce paper shuffling and to speed card production for approved applicants. During the second quarter, additional offices were provided training and access to the Interim Case Management System (ICMS). Approved applications processed through ICMS continue to result in permanent resident card production in less than one week.

Customer Service Portal. Work continued on transitioning the www.uscis.gov web site to a data-driven and content-driven architecture, which will allow us to more effectively address the changing needs of our customers in a timely manner.

Central Region

Form No.	Form	Receipts	Denied
I-90	Replacement Green Card	54,855	211
I-129 ¹	Nonimmigrant Worker	1,226	51
I-130	Relative Alien Petition	40,317	10,708
I-131	Advance Parole	12,029	1,840
I-131	Refugee Travel Document	0	0
I-140	Immigrant Worker	0	1
All I-485	Adjustment of Status	86,520	27,083
I-539	Extend/Change Nonimmigrant Status	2,524	382
I-751 ²	Removal of Conditional Status	354	1,118
I-765	Employment Authorization Document	50,334	3,848
I-821	Temporary Protected Status	1,513	610
N-400	Naturalization	111,792	18,494
N-600/643	Certificate of Citizenship	14,790	1,907
Other Forms		27,866	3,682
Totals		404,120	69,935

Eastern Region

Form No.	Form	Receipts	Denied
I-90	Replacement Green Card	87,478	1,301
I-129 ¹	Nonimmigrant Worker	4,171	7
I-130	Relative Alien Petition	101,789	19,162
I-131	Advance Parole	13,378	3,279
I-131	Refugee Travel Document	89	1
I-140	Immigrant Worker	4	1
All I-485	Adjustment of Status	189,745	49,439
I-539	Extend/Change Nonimmigrant Status	3,910	691
I-751 ²	Removal of Conditional Status	525	3,771
I-765	Employment Authorization Document	65,857	13,872
I-821	Temporary Protected Status	3,408	793
N-400	Naturalization	325,783	63,144
N-600/643	Certificate of Citizenship	24,084	4,019
Other Forms		75,519	8,266
Totals		895,740	167,746

Homeland Security Act - Sec. 478

Sec. 478 of the Homeland Security Act requires that the Secretary issue an annual report on immigration functions, beginning one year after enactment of the Act. The following addresses this requirement:

(A) The aggregate number of all immigration applications and petitions received, and processed, by the department:

6,110,532 immigration applications and petitions were received during the reporting period (April '04 - March '05). During the same period, 7,210,464 applications were processed.

(B) Region-by-region statistics on the aggregate number of immigration applications and petitions filed by an alien (or filed on behalf of an alien) and denied, disaggregated by category of denial and application or petition type:

Western Region

Form No.	Form	Receipts	Denied
I-90	Replacement Green Card	77,481	330
I-129 ¹	Nonimmigrant Worker	750	28
I-130	Relative Alien Petition	53,036	6,652
I-131	Advance Parole	23,992	1,955
I-131	Refugee Travel Document	0	2
I-140	Immigrant Worker	19	5
All I-485	Adjustment of Status	117,170	30,106
I-539	Extend/Change Nonimmigrant Status	1,468	312
I-751 ²	Removal of Conditional Status	711	1,326
I-765	Employment Authorization Document	141,698	4,253
I-821	Temporary Protected Status	148	234
N-400	Naturalization	200,506	26,202
N-600/643	Certificate of Citizenship	16,166	2,096
Other Forms		30,818	5,216
Totals		663,963	78,717

Homeland Security Act - Sec. 478 (Continued)

Service Centers & National Benefits Center

Form No.	Form	Receipts	Denied
I-90	Replacement Green Card	441,976	37,979
I-129	Nonimmigrant Worker	357,850	49,302
I-130	Relative Alien Petition	472,339	93,494
I-131	Advance Parole	218,754	20,612
I-131	Refugee Travel Document	125,882	11,417
I-140	Immigrant Worker	77,479	21,349
All I-485	Adjustment of Status	233,634	32,347
I-539	Extend/Change Nonimmigrant Status	221,863	67,306
I-751 ²	Removal of Conditional Status	146,061	4,362
I-765	Employment Authorization Document	1,444,464	184,675
I-821	Temporary Protected Status	189,894	22,388
N-400	Naturalization	0	0
N-600/643	Certificate of Citizenship	1,048	247
Other Forms		215,465	39,047
Totals		4,146,709	584,525

¹Regional Nonimmigrant Worker data is comprised of applications filed under the Free Trade Act legislation.

²Generally, Removal of Conditional Status applications are filed at Service Centers and only forwarded to local offices for interview when a review of the evidence raises suspicion of fraud.

USCIS currently collects office production data on denials for 1) fraud and 2) reasons other than fraud. Because fraud denials have not heretofore been systematically verified, USCIS believes that any attempt to disaggregate denials may be indistinct. USCIS has created the Office of Fraud Detection and National Security (FDNS) to address national security concerns and enhance the integrity of the legal immigration system, while simultaneously continuing to administer United States immigration benefits in a timely and effective manner. With the implementation of a joint USCIS/ICE anti-fraud program, DHS will be able to more effectively detect and combat immigration fraud, render the appropriate adjudication, and to quantify and qualify the types of fraud that exist.

FDNS has developed a case tracking system to track and manage benefit fraud referrals to include investigations, prosecutions, and administrative actions. This tracking system will provide USCIS with an effective and efficient capability for tracking and managing all benefit fraud leads and cases. Formal statistical reporting requirements will be implemented in late FY 2005/early FY 2006, enabling USCIS to capture and report on detail benefit fraud data. By the next Annual Section 478 Report, USCIS will be able to disaggregate the number of cases denied for verified fraud and reasons other than fraud.

(C) The quantity of backlogged immigration applications and petitions that have been processed, the aggregate number awaiting processing, and a detailed plan for eliminating the backlog:

Form No.	April '04 End Pending	March '05 End Pending	Difference	April '04 Backlog	March '05 Backlog	Difference
I-90	564,961	222,032	342,929	243,846	0	243,846
I-129	71,451	25,640	45,811	9,200	0	9,200
I-130	2,005,539	1,646,638	358,901	1,655,452	124,174	1,531,278
I-131 Adv/Pri	94,379	44,344	50,035	235	0	235
I-131 Refugee	131,516	35,210	96,306	88,269	212	88,057
I-140	79,257	45,865	33,392	37,861	7,112	30,749
All I-485	1,182,129	1,001,396	180,733	741,837	528,641	213,196
I-539	117,257	51,217	66,040	49,694	0	49,694
I-751	202,477	118,766	83,711	112,804	58,676	54,128
I-765	350,040	434,594	-84,554	0	0	0
I-821	31,423	196,047	-164,624	26,609	4,981	21,628
N-400	673,009	642,254	30,755	345,923	357,922	-11,999
N-600/643	36,388	33,103	3,285	4,999	7,188	-2,189
Other Forms	196,520	170,915	25,605	N/A	N/A	N/A
Asylum	275,050	157,688	117,362	222,323	83,384	138,939
Totals	6,011,396	4,825,709	1,185,687	3,539,052	1,172,290	2,366,762

The I-130 backlog drop was caused in part by the removal of I-130 applications from backlog for which no visa is currently available.

The detailed plan for eliminating the backlog is referenced in the original July 2004 Backlog Elimination Plan, which is presented to Congress, and which is updated quarterly as is the purpose of this report.

(D) The average processing period for immigration applications and petitions, disaggregated by application or petition type:

Current systems employed by USCIS District Offices and Service Centers are unable to produce aging reports from which average wait times or processing times can be calculated. Development of that capacity is part of the USCIS Information Transformation Program discussed earlier in this report. That said, USCIS believes that cycle time (pending expressed in months of receipts) in conjunction with the first-in-first-out adjudication policy comes close to approximating average processing time.

Homeland Security Act - Sec. 478 (Continued)

Progress in cycle times since April of 2004 is outlined in the following table.

**Cycle Times Summary
(in months)**

Form No.	Form	April '04 Cycle Time	March '05 Cycle Time	Difference
I-90	Replacement Green Card	10.83	3.85	6.97
I-129	Nonimmigrant Worker	2.31	1.04	1.27
I-130	Relative Alien Petition	32.17	10.48	21.70
I-131	Advance Parole	2.82	2.11	0.71
I-131	Refugee Travel Document	10.01	3.03	6.98
I-140	Immigrant Worker	10.88	7.12	3.75
All I-485	Adjustment of Status	21.42	17.20	4.22
I-539	Extend/Change Nonimmigrant Status	3.04	2.84	0.20
I-751	Removal of Conditional Status	14.59	10.04	4.54
I-765	Employment Authorization Document	1.79	2.48	-0.69
I-821	Temporary Protected Status	12.87	13.73	-0.86
All N-400	Naturalization	13.19	12.06	1.13
N-600/ 643	Certificate of Citizenship	6.77	7.19	-0.42
All Other Forms		8.40	6.70	1.70

(E) The number and types of immigration-related grievances filed with any official of the Department of Justice, and if those grievances were resolved:

See Item (F), below.

(F) Plans to address grievances and improve immigration services.

USCIS is in continuing discussions with the Department of Justice on issues related to items (E) and (F) and targets November 25, 2005 for the first report on these items.

(G) Whether immigration-related fees were used in a manner consistent with legal requirements regarding such use.

The USCIS Budget Office and the Office of Chief Counsel agree that USCIS has used immigration-related fees consistent with legal requirements regarding their use.

(H) Whether immigration-related questions conveyed by customers to the Department (whether conveyed in person, by telephone, or by means of the Internet) were answered effectively and efficiently.

District Offices. InfoPass, a web-based scheduling tool that was originally available at the Miami District Office was expanded nationwide during FY 2004. The tool allows customers to schedule themselves for appointments at the local office to file an application or obtain information. This alternative to waiting in line has greatly enhanced customer

service and provides USCIS with a better tool to manage its resources.

In addition to the national deployment of InfoPass, USCIS has nationally implemented Direct Mail for Form I-485, Family-based Adjustment of Status, filings, begun national phase-in of the Form I-90, Application to Replace Permanent Resident Card, Pilot, and has expanded the capture of biometrics data at Applications Support Centers. These initiatives each provided increased customer service and processing efficiencies. A collateral effect of these programs has been an increased capacity at District Offices to provide in-person customer service since these were workloads previously handled by Information Officers in District Offices. As a result, USCIS has been able to increase the number of appointments available for other kinds of customer services through InfoPass.

Telephone Centers. The telephone contact centers are an important facet of USCIS customer service efforts, providing information to over 20 million customers annually. Telephone services include: 1) a fully automated Interactive Voice Response (IVR) system, which provides 55% of all USCIS customers the information they need without talking to someone, 2) contract telephone centers that provide live assistance for inquiries of a general nature, and 3) two USCIS telephone centers staffed by Immigration Information Officers who handle more complex inquiries.

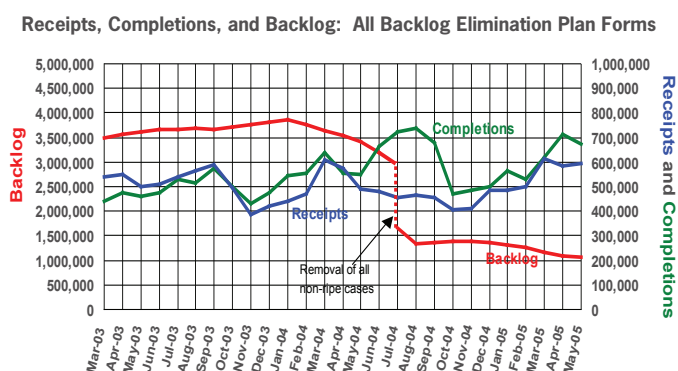
USCIS call centers collect, qualify, and forward more than 50,000 inquiries monthly to USCIS offices on behalf of customers thereby reducing walk-in traffic to USCIS field offices. Offices research and resolve 86% these inquiries within 30 days of the request.

Customer service quality, customer satisfaction, and information accuracy are key priorities. To this end, USCIS contracts with two renowned companies for independent quality assurance reviews and customer satisfaction surveys to monitor contract and USCIS telephone service operations. Overall customer satisfaction with telephone customer services was about 80%, and satisfaction with live assistance exceeded 83% during the second quarter of FY 2005. The customer service surveys also revealed, in the second quarter of FY 2005, that 80% of customers were satisfied with the information provided by the USCIS Internet Website.

Third Quarter Preview

Complete Third Quarter data is not available at the time of this report's publication. However, updated data is available through May 2005. During the first two months of the third quarter, completions have exceeded receipts by about 200,000 applications, and backlog has been reduced by an additional 120,000 applications. FY 2005 end of year target cycle times have been met in 12 of the 16 application form types tracked in the BEP. Further, in both April and May, USCIS exceeded its target completion levels, leaving USCIS only 0.25% behind its annualized completion target.

arms...not endless lines." It is evident from this BEP update that the progress we have made in the past year is not an anomaly, but rather a strong foundation and a new baseline from which to grow.



Adjustments of Status to Lawful Permanent Residence for Asylees have previously been capped by statute at 10,000 per year. This number has in the past been included in the total Adjustment of Status (form I-485) figures for pending and completions, but has not been included as backlog because USCIS was statutorily prohibited from completing more than 10,000 per year. With the enactment of the REAL ID Act of 2005 this cap has been lifted. Currently, analysis is underway to determine the resources and strategies necessary to address this workload and to complete these cases as quickly as possible.

Conclusion

FY 2005 target cycle times have already been met or exceeded in 10 of the 16 BEP application form types as of March 2005. The backlog at the end of the second quarter of FY 2005 stands at just over 1.17 million cases. USCIS completed over 1.7 million cases during the second quarter while receiving almost 1.6 million new cases in receipts. Because USCIS is cumulatively about 7.5% below our annual completion targets, completion figures will have to continue to rise in FY 2005 for USCIS to stay on target to meet the Backlog Elimination Plan goals.

We are a welcoming nation, and the hard work and patriotism of our immigrants has made our Nation prosper. Since USCIS was established in March of 2003, we have made tremendous progress to deliver the President's vision of "welcoming immigrants with open